

You said, we did (and we didn't)

North Ayrshire Health and Social Care Partnership published its new strategic plan (2018–2021) on 20 April 2018.

During the pre-publication consultation phase, the draft strategic plan document was subject to public consultation (9 January–16 February 2018). The consultation gathered views and feedback from various stakeholders, including:

- Members of the public
- People who use our services
- Carers
- Members of staff
- Partner organisations
- Interest groups

In addition to the public consultation, feedback was gathered from internal stakeholders and representatives from NHS Ayrshire & Arran, as well as East Ayrshire and South Ayrshire Health and Social Care Partnerships.

The feedback in-gathered informed the published version of the plan. We considered carefully all of the comments made and the idea suggestions received. This helped us to refine and improve the plan to make it more meaningful for people.

This is a record of all of the suggestions and comments we received.

- **Section A: You Said, We Did** identifies the changes we made to the final plan as a result of feedback
- **Section B: You Said, Why we did not** highlights where we did not adopt a suggestion and explains the reason why

Section A: You said, we did

Ref	You Said...	We Did...	Page Reference
A:1	The document was too long and often difficult to read	Reviewed the language used, removed and condensed information where appropriate and re-ordered chapters to improve the reader experience. Further, where appropriate we also moved sections to the appendix, for example the locality mini profiles.	Throughout document.
A:2	You had concerns for those in which English is not their first language, as this could lead to social isolation. The plan had no mention of supports available to those who do not have English as a first language	We developed an Action around working closer with our colleagues across Ayrshire to improve access to Translation and Interpretation Services including BSL	Page 41 (Strategic Priorities: Tackling Inequalities)
A:3	You agreed with our message of working closer with communities.	We revised our 'Partnership people and the future' chapter and moved the 'Working with you' section to the beginning.	Page 30
	You identified concerns regarding challenges in getting GP appointments and the availability of health related education in regards to alternative services (e.g. pharmacy, optometry)	We included many actions to improve how we deliver primary care services and improving local people's knowledge and confidence in using other community based health services that are easier to access. For example, some of our actions state we will: <ul style="list-style-type: none"> Expand the role of Community Link Workers to help people understand the full range of services available to them, and Implement a Primary Care Development plan to help people access the right services as soon as possible. 	Pages 42 and 46 (for example)
A:4	Certain information in the Independent Sector section was no longer true.	We removed the text in relation to the outdated information.	Page 38
A:5	Many of the actions could be worded better to improve their meaning. Members of staff helped identify better forms of wording.	We adopted the suggested changes from staff colleagues to improve the wordings of our actions	Pages 41 to 49

A:6	Asked us to include reference to the 'No Alcohol, No Risk' in pregnancy message as you identified a growing concern of Foetal Alcohol Spectrum Disorder (FASD)	We included an action to work with partners to raise awareness and help combat the prevalence of this condition.	Page 46
A:7	The plan was not clear on the resources and finances we had available. Some concern was raised over how we would fund the implementation of the strategic plan and achievement of the HSCP Vision.	We enhanced the finance chapter with the most up to date finance information available. This included: Information on our Medium Term Financial Plan The IJB budget for 2017/18 and breakdown of how it is spent between our service areas Identifies the contributions from our Parent Bodies Identifies the potential funding gap if we do not change how we deliver services.	Page 24 -27
A:8	The plan was not clear on our intentions for the future commissioning of services	We included a section 'Strategic Commissioning of Services', underlining our commitment to the effective and efficient strategic commissioning of services at the local, pan Ayrshire and Regional level	Page 28
A:9	During the consultation you told us what you did to keep yourself and those around you, well. You also told us what more you could do to maintain or improve your health and wellbeing.	We took what you told us and included it in our Partnership Pledge, and in the 'You can help by,' boxes against each Strategic Priority	Pages 4, 42, 44, 46, 49, and 51

Section B: You said, why we did not

Ref	You Said...	Why we did not...	Page Reference
B:1	We received some feedback regarding our Vision for North Ayrshire. Some feedback indicated the vision in itself was meaningless without firm actions to back it up.	<p>The majority of respondents agreed with the Vision (96% of respondents). As such, we made no changes to the wording of the Vision.</p> <p>However, we have made other changes to the document firming up the narrative to explain how the HSCP intends to achieve its Vision. This includes greater detail on the budget and our strategic commissioning intentions.</p>	Page 6
B:2	You were concerned about the lack of support services and leisure opportunities for children and young people on Arran	<p>We did not include a specific action around this concern. The plan contains a number of actions around engaging with communities to identify needs and priorities for action as well as actions around improving opportunities for vulnerable young people.</p> <p>For example, on page 41 within the Tackling inequalities section we have two actions:</p> <p>Communities: <i>Continue to work with communities to co-produce the highest possible quality of health and social care; supporting you to stay well and self-manage your condition as effectively as possible</i></p> <p>Children & Families: <i>Implement the Children’s Services Plan and Corporate Parenting Plan to support vulnerable young people to access the same opportunities as their peers</i></p> <p>These actions would apply to young people across all of North Ayrshire.</p>	Page 41



<p>B:3</p>	<p>You highlighted many things during the consultation that you felt should be a priority for the partnership. These included concerns over</p> <ul style="list-style-type: none"> • Transport • Self-management • Employability • Community support/Activities 	<p>We did not create any new priorities based on this feedback. It was agreed that the priorities identified are covered within the existing five strategic priorities. In addition, the plan contains specific actions to address the issues raised.</p>	<p>Page 40 onwards</p>
<p>B:4</p>	<p>Our finance and resource information should be as up to date as possible.</p>	<p>Due to publication timescales, we are unable to include the IJB budget for 2018-19. This is due in part to the different budget setting processes held by our parent bodies of North Ayrshire Council and NHS Ayrshire & Arran.</p>	<p>Most up to date budget information available on Page 24</p>
	<p>On island visit to Cumbrae the following issue was raised elderly forum raised issue of Care Home Meeting also discussed development of future Island hub to allow development of integrated services this prop</p>	<p>IJB report provided feedback on this issue</p>	